

Refine Search

Search Results -

| Terms | Documents |
|-------------------------------|-----------|
| L3 and (object ADJ integrity) | 1 |

Database: US Pre-Grant Publication Full-Text Database
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 JPO Abstracts Database
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 IBM Technical Disclosure Bulletins

Search:

Search History

DATE: Tuesday, June 27, 2006 [Printable Copy](#) [Create Case](#)

| <u>Set Name</u> | <u>Query</u> | <u>Hit Count</u> | <u>Set Name</u> |
|---------------------|--------------------------------|------------------|-----------------|
| <u>side by side</u> | | | |
| | <i>DB=USPT; PLUR=NO; OP=OR</i> | | |
| <u>L4</u> | L3 and (object ADJ integrity) | 1 | <u>L4</u> |
| <u>L3</u> | L2 and integrity | 68 | <u>L3</u> |
| <u>L2</u> | L1 and object | 513 | <u>L2</u> |
| <u>L1</u> | 705/4,7.ccls. | 852 | <u>L1</u> |

END OF SEARCH HISTORY

Hit List

| | | | | | |
|-------------------------------|-----------------------|-------------------------------------|-----------------------|--------------------------|---------------------------|
| First Hit | Clear | Generate Collection | Print | Fwd Refs | Bkwd Refs |
| Generate OACS | | | | | |

Search Results - Record(s) 1 through 1 of 1 returned.

1. Document ID: US 6064973 A

L4: Entry 1 of 1

File: USPT

May 16, 2000

US-PAT-NO: 6064973

DOCUMENT-IDENTIFIER: US 6064973 A

** See image for Certificate of Correction **

TITLE: Context manager and method for a virtual sales and service center

DATE-ISSUED: May 16, 2000

INVENTOR-INFORMATION:

| NAME | CITY | STATE | ZIP CODE | COUNTRY |
|-----------------|-----------|-------|----------|---------|
| Smith; Jim | Charlotte | NC | | |
| Adamczyk; Jim | Chicago | IL | | |
| Pesavento; John | Charlotte | NC | | |

US-CL-CURRENT: 705/7; 705/8, 705/9

ABSTRACT:

A context manager for providing a framework for enabling continuous customer access resource innovation by maximizing open business processes. The context manager allows multiple combinations of users to access various business processes through multiple types of customer access resources. The context manager includes a context manager management interface for creating a context manager object for a session, the context manager object providing a bridge from customer access resources to business processes and maintaining a context of the session across customer access resources.

34 Claims, 13 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 11

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|------|-------|----------|-------|--------|----------------|------|-----------|------------------------|----------------------|-----------------------|
| Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | RMDC | Drawn |
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|-----------------------|-------------------------------------|-----------------------|--------------------------|---------------------------|-------------------------------|
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|-----------------------|-------------------------------------|-----------------------|--------------------------|---------------------------|-------------------------------|

| Terms | Documents |
|-------------------------------|-----------|
| L3 and (object ADJ integrity) | 1 |

Display Format:

[Previous Page](#) [Next Page](#) [Go to Doc#](#)